

**Product Number: 4221.02.15****DEBT COLLECTION – COLLECTION MANAGEMENT SYSTEM**

**Effective Date:** July 1, 2014  
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**Version:** 001  
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The Office of State Debt Collection uses the Collection Management System to track accounts placed for collection. It tracks account balances, demographic data, distributions, judgments, charges, vendors, recipients and other related data. Accounts are placed with Debt Collection from several entities in the state. Most of the accounts come from departments in the State like Courts and Corrections. Private sector collection agencies are used to collect the bulk of the receivables. Attorneys from the Attorney General's Office and Debt Collection staff are also used to collect on other types of accounts where the collection agencies are not as effective.

There are several components to the Collection Management System. A nightly process calculates interest and posts payments in the system. A java application is used to place accounts from several interface files into the database. The system also interfaces with private sector collection agencies. Automated nightly processes create files for the vendors and put the files on a secure ftp site. Automated scripts and java code are used to process files from the collection vendors. A web application is used to view and update account information. The web application allows the users to enter payments, adjustments and track demographic data. A weekly remit process summarizes the transactions and puts them into documents prepared for Finet. The documents are batched and sent to Finance through electronic interfaces.

The hours of support required for Collection Management System are listed below.

Application	Support Hours	Days of Week
Collection Management System	Business Hours	Monday - Friday

**PRODUCT FEATURES AND DESCRIPTIONS**

FEATURE	DESCRIPTION
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## PRODUCT DESCRIPTION

Account Placements	Automated scripts and java code are used to place accounts into the database using interface files from the referring entities.
Interest Calculation	The system is able to calculate interest daily using several different interest rates depending on which one is applicable to the account.
Payments / Adjustments	Users can enter payments and adjustments into the web application.
Finet Interfaces	There is a process to remit transactions against the accounts. This process creates transactions for Finet that are batched and sent to Finance through an electronic interface.
Disbursements	Amounts paid to victims are tracked and held until \$25.00 is owed the victim. At that time a GAX transaction is created electronically in Finet and a check is sent to the victim.
Private Sector Interfaces	Files are shared with the collection vendors to ensure account balances are accurate and demographic data is shared timely.

## FEATURES NOT INCLUDED

FEATURE	EXPLANATION
All Items not included in the design	Functionality that is not included in the design of dcCMS or explicitly required or agreed upon is not included.

## RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate
Rates for Database Storage	The database is Oracle and DTS maintains the server for that database.	See Database Product Description
Rates for Hosting	DTS hosts the web application.	See Hosting Product Description

## ORDERING AND PROVISIONING

Application enhancement and updates may be requested by contacting the OSDC DTS IT support staff in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by OSDC.

## DTS RESPONSIBILITIES

## STATE OF UTAH/DTS

## PRODUCT DESCRIPTION

DTS is responsible for:

- Utilizing DTS methodologies for development and implementation of changes and enhancements.
- Being able to customize the deliverable as requested by the customer.
- Maintaining the system per the request of the user within the hourly rate.
- Managing the project for making enhancements.

## AGENCY RESPONSIBILITIES

The Agency is responsible for:

- Providing direction and guidance for the scope of the project.
- Following change processes if the scope of the project changes.
- Providing access to needed business resources for information gathering, testing, and sign off.

## DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
System Availability	The system will function per the agreed upon business requirements. The system will be available 24 x 7 x 365. It will be supported by DTS during Debt Collections regular business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events and scheduled down times.

**Resolution Time:**

Resolution time measures DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Total Time to Resolution</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority - 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

**Initial Response:**

Initial response measures DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Time to Initial Response</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
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Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction(vs. dissatisfaction)	93% of respondents satisfied